

Memorandum



Date: February 13, 2007

To: Honorable Carlos Alvarez, Mayor
Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

GOE
Agenda Item No. 1(D)3

From: George M. Burgess
County Manager

A handwritten signature in black ink, appearing to read "Burgess", written over the printed name of George M. Burgess.

Subject: Congratulations to the Permitting and Inspection Center for their 2006 Customer Survey Results

Please join me in congratulating the Permitting and Inspection Center (PIC Center) for their customer survey results. The survey efforts took place daily throughout the calendar year, by secret submittal or with name inclusion, at the discretion of our customer. Four out of five of our reporting customers which included developers, contractors, homeowners and others told us that County staff provided "EXCELLENT" service.

To put this data into perspective, 1,282 legible customer surveys were received in 2006 (more than a hundred a month on average). As you can see in the attached summary, full 80 percent (1,014) of reporting customers rated the County's PIC Center services as excellent!

The eight departments performing the County's land use, permitting and inspection processes are working with my staff to turn the County's departmental processes into an efficient, functionally-driven team process. I want to acknowledge the following departments for their contributions and efforts which have played an integral part in the improvement process:

- Public Works Department (Esther Calas)
- Department of Planning and Zoning (Diane O'Quinn Williams)
- Building Department (Charles Danger)
- Environmental Resources Management (Carlos Espinosa)
- Building Code Compliance Office (Herminio Gonzalez)
- Fire Rescue (Chief Herminio Lorenzo)
- Water and Sewer Department (John Renfrow)
- Property Appraisal Department (Marcus Saiz)

Please join me in congratulating them and their dedicated employees for providing an environment wherein four out of five of our reporting customers tell us they are pleased with our services.

Attachment

c: Assistant County Managers
Listed Department Directors
Development Coordinator
Assistants to the County Manager

2006 CUSTOMER SERVICE SUMMARY
Miami-Dade County
Permitting and Inspection Center

For the period January 1, 2006, through December 31, 2006, 4 out of 5 of the County's reporting customers said that County staff provided excellent services at the Permitting and Inspection Center (PIC Center).

The survey responses were provided on our secret shopper form, a copy of which is attached for your review. Most customers completing the secret surveys did so anonymously, and we are pleased that 20 percent provided contact information allowing follow-up.

A full 80 percent of reporting customers completed the surveys indicating that the County provided above average or, most often, excellent service. In determining the 80 percent figure, a completed survey predominately showed ratings of "4" and/or "5" on the form. Of this 80 percent, by far most individual surveys showed "5" ratings on most of the 10 survey questions. Please note on the attached survey form that the rating scale equals "1" poor service to "5" excellent service.

With regard to the 20 percent reporting service concerns, the completed surveys were used by management to identify service problem areas for improvement action.

<u>Department:</u>	<u>% of 2006 surveys "excellent":</u>	<u>% of all 2006 surveys received:</u>
Dept of Environmental Resources Management	95%	16%
Building Code Compliance Office*	91%	1%
General Services Admin**	88%	1%
Dept of Planning and Zoning	80%	10%
Water and Sewer Dept	80%	6%
Fire Rescue Dept	79%	5%
Building Department	77%	56%
Public Works Dept	74%	2%
Clerk of Court	37%	3%
2006 overall average:	80%	100%

*BCCO at PIC Center for second half of 2006; less than 1% of total surveys received

** GSA rated for PIC Center appearance, convenience; less than 1% of total surveys received

Attachment

Miami-Dade County Secret Shopper Program
PERMITTING AND INSPECTION CENTER - CUSTOMER SERVICE EVALUATION FORM

Please help us enhance our service by completing this form and
 depositing it in the "Secret Shopper" drop-box.

PLEASE COMPLETE A SEPARATE FORM FOR EACH DEPARTMENT OR SECTION VISITED

Building
Building Code Compliance
Clerk of Courts
DERM
Fire
Health Department
Planning and Zoning
Public Works
Water and Sewer

Cashiers	Information Center Lobby	Permit Section
Certificates of Use	Information Center (1st fl. Plan Review Area)	Application Intake
Concurrency	Information Center (2nd fl. Inspectors Area)	Plan Review
Contractor Licensing	Inspectors	Septic Tank Program/ Water Well
County Recorder	New Business Section	
Impact Fees	Paving and Drainage	

Date and Time Visited: _____
 Reason for your Visit: _____

EVALUATION RATINGS

Please score the following evaluation criteria on a scale of one, 1, (poor service) to five, 5, (excellent service). Also, please provide any comments that you feel will help clarify your scores.

GREETING

1. I was greeted in a timely, professional and courteous manner.
 (Waited in line less than five minutes, and/or no more than 30 minutes for an unscheduled appointment.)
2. Service was prompt.
 (Acknowledged within 30 seconds, and salutation included employee's name.)

SCORE				
1	2	3	4	5
Poor Service				Excellent Service

REQUEST/SERVICE (Provide employee name, if available) _____

3. Employee listened and gave full attention.
 (Showed patience, attentiveness, exhibited interest throughout conversation.)
4. Employee was knowledgeable and professional.
 (Knew requested process/fees information and competently handled request.)
5. Employee had access to necessary tools to meet request. (Information and material to obtain answers and/or services was readily available.)
6. I received the service/information required.
 (All of my questions or the entire service was provided in an understandable, concise and accurate manner.)
7. Overall office employees' behavior and appearance were professional.
 (Office environment was professional; and employee was dressed appropriately and tastefully.)

1	2	3	4	5
Poor Service				Excellent Service

OVERALL SERVICE

8. Employee went the extra mile to address my request.
 (Employee took responsibility for providing answers to my request; had a positive, helpful attitude and followed through with request. If applicable, provided me follow-up information.)
9. The surroundings were clean and well maintained.
 (Office was clean and free of debris, furniture was not in disrepair.)
10. The overall impression of my visit was positive.
 (Satisfied with timeliness, completeness, and clarity of information and/or service received.)

1	2	3	4	5
Poor Service				Excellent Service

Any comments? _____

Idea for better service: _____

IF, you would like us to contact you, please provide your name and contact information here _____

Thank you for your participation!